

S I N G L E S T O C K F U N D



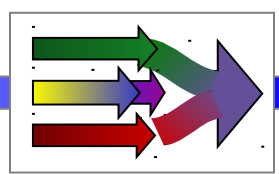
Problem Report Overview

Implementation Readiness Review

8 Oct 02

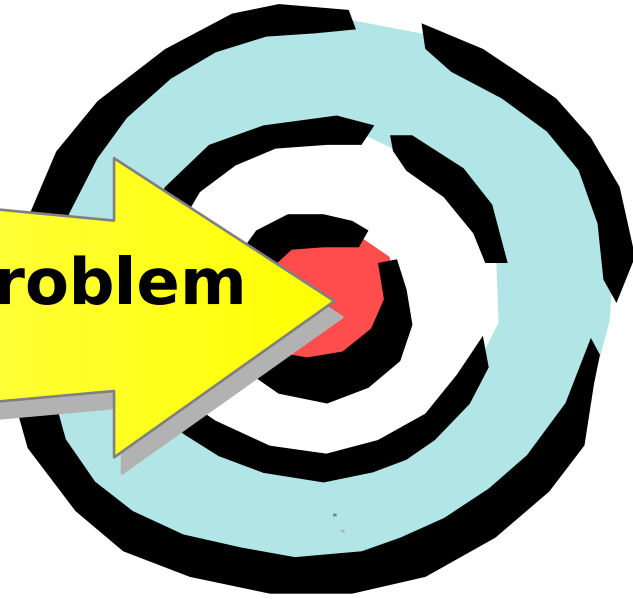


Introduction



Purpose:

To Provide an Overview of Open Problem Reports



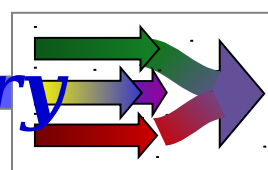
Topics

- **PR Status Report**
- **Problem Report Process**
- **Summary**

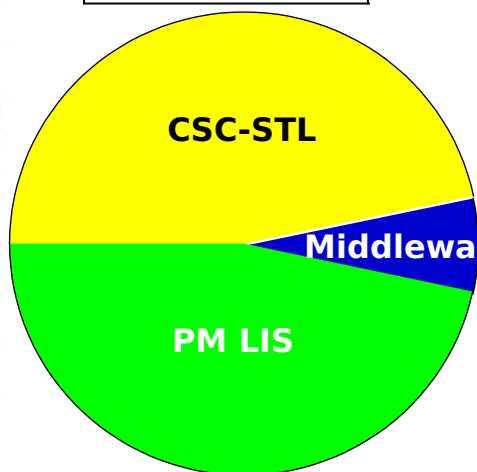
PR Resolution is a collaborative effort



DSN 1&2 Problem Report Summary



By OPR



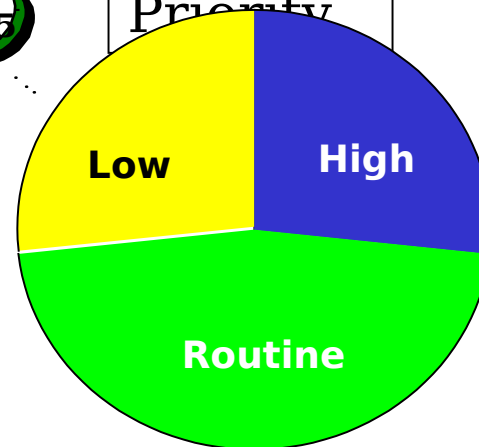
■ CSC-STL ■ Middleware ■ PM LIS

OPR	Quantity
CSC-STL	7
Middleware	1
PM LIS	7
Total:	15

Submitted
Closed
Open

673
658
15

By Priority



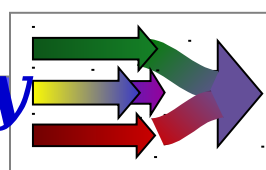
■ Urgent ■ High ■ Routine ■ Low

Priority	Quantity
1 - Urgent	0
2 - High	4
3 - Routine	7
4 - Low	4
Total:	15

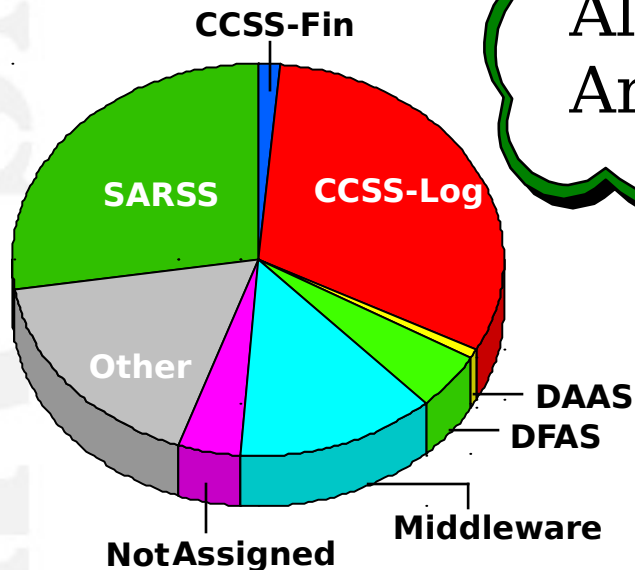
As of 7 Oct 02



SIT Problem Report Summary

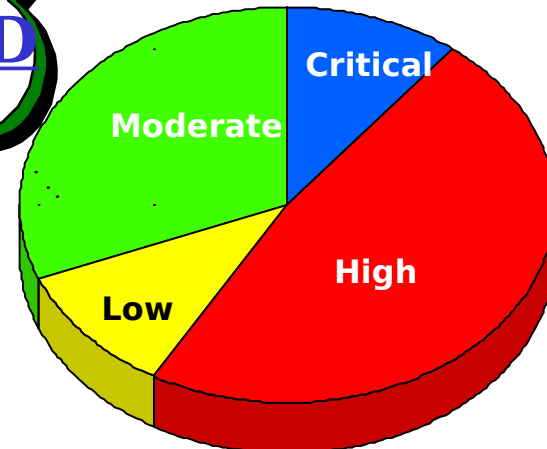


By OPR



All SIT PRs
Are **CLOSED**

By
Priority



OPR	Quantity
CCSS-Fin	5
CCSS-Log	117
DAAS	3
DFAS	18
Middleware	49
Unassigned	15
Other	65
SARSS	103
Total:	375

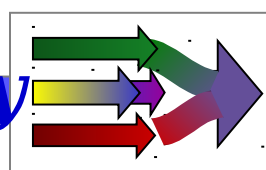
Priority	Quantity
Critical	40
High	179
Moderate	39
Low	117
Total:	375

As of 7 Oct 02

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VIOC Problem Report Summary



Summary of All PR's by Priority:

Priority 1 - Emergency:	7
Priority 2 - Urgent:	67
Priority 3 - Routine:	82
Priority 4 - Low:	10

Total 166

Summary of Open PR's:

Priority 1 - Emergency:	0
Priority 2 - Urgent:	11
Priority 3 - Routine:	22
Priority 4 - Low:	

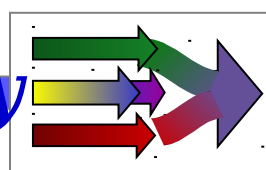
Total 38

No Fix Date/Under Review:	8
Fix Scheduled:	19
Fix Applied Pending Validation:	11

As of 7 Oct 02

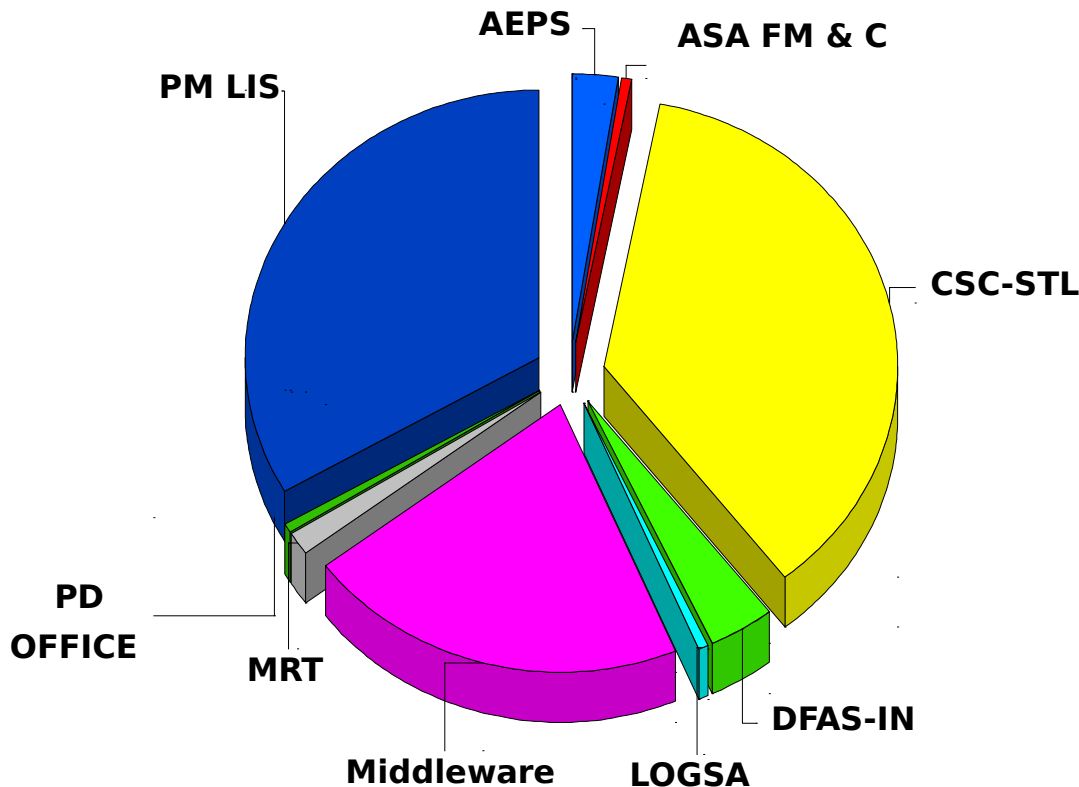


VIOC Problem Report Summary



Problem Reports by OPR (All PRs)

Total 166

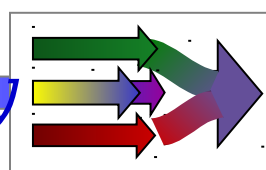


OPR	Quantity
AEPS	4
ASA FM & C	1
CSC-STL	60
DFAS-IN	6
LOGSA	1
Middleware	35
MRT	2
PD OFFICE	1
PM LIS	56
Total	166

As of 7 Oct 02

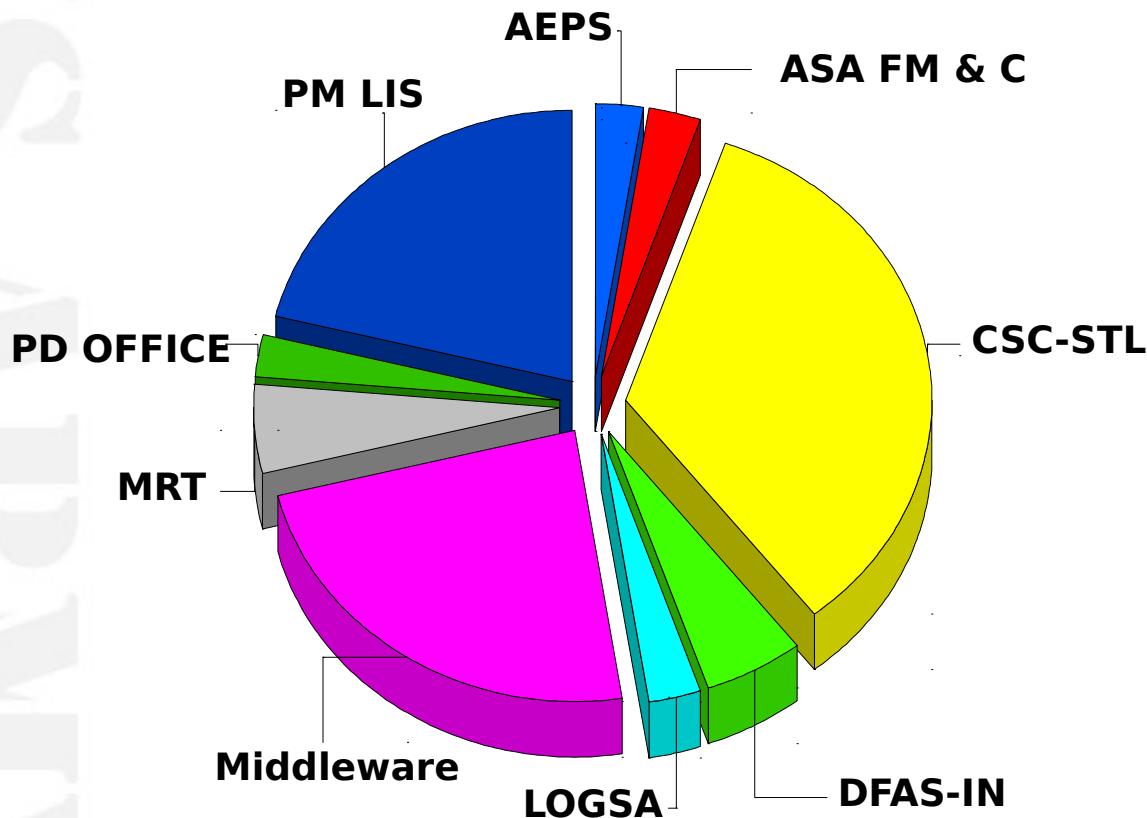


VIOC Problem Report Summary



Problem Reports by OPR (Open PRs)

Total 38

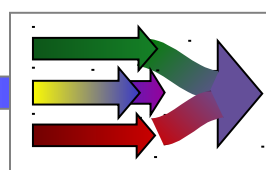


OPR	Quantity
AEPS	1
ASA FM & C	1
CSC-STL	13
DFAS-IN	2
LOGSA	1
Middleware	9
MRT	2
PD OFFICE	1
PM LIS	8
Total	38

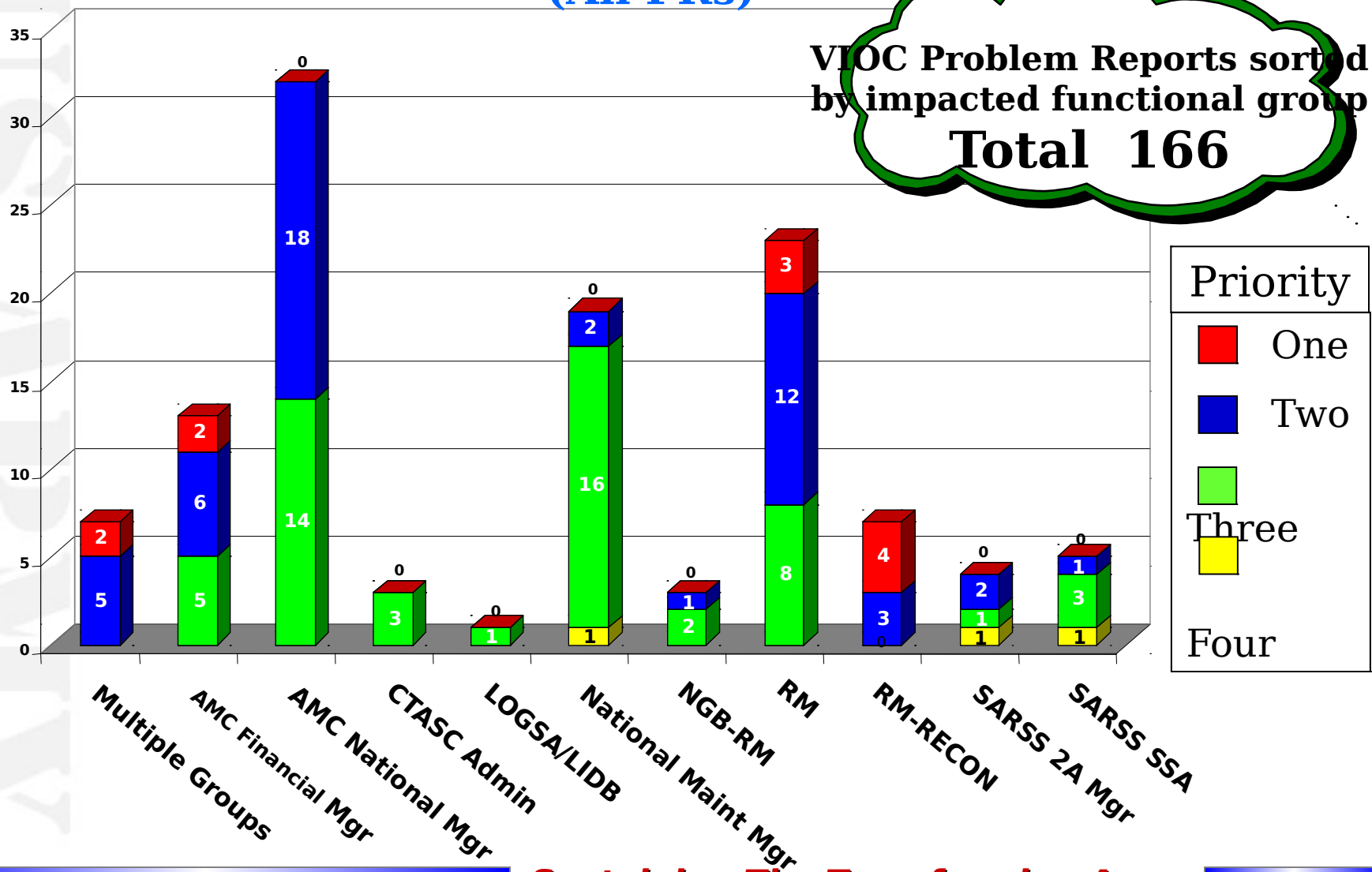
As of 7 Oct 02



VIOC Problem Report Status



Problem Reports by Functionality (All PRs)



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MS 3 Problem Priority Definitions



**No Change
for MS3**

Priorities Reflect
the
Criteria Prescribed
in

DA PAM 73-7, Table
2-6.

- **Priority 1 - Emergency** - Occurrences that **dramatically** affect Army readiness, prevent the accomplishment of essential capability, mission essential functions, safety, or the functioning of the logistics or financial systems. These critical problems reports are “**show stoppers**”. The SSF Director is the approval/disapproval authority for priority 1 problem reports.
- **Priority 2 - Urgent** - Occurrences that **adversely** affect Army readiness, sustainment, mission accomplishment, essential capability, or the functioning of the logistics and financial systems, and for which there is **no work around**. The NOC Chief is the approval /disapproval authority for priority 2 problems reports.
- **Priority 3 - Routine** - Occurrences that **affect** readiness, sustainment, mission accomplishment, essential capability or the functioning of the logistics and financial systems, but for which there is a **work around**. The MRT is the approval/disapproval authority for priority 3 problems reports.
- **Priority 4 - Low** - Occurrences that have **minimum** impact on readiness, sustainment, mission accomplishment, essential capability or the functioning of the logistics and financial systems, but result in user/operator inconvenience. The MRT is the approval/disapproval authority for priority 4 problems reports.

• The MRT uses the descriptions and data provided in problem reports to evaluate the problems, priorities and recommend actions.

• Using the defined priorities, providing complete and accurate information to describe problems, and adequately justifying recommended priorities is critical to avoid potential disagreements.



Problem Report Process



5 NOC completes the process: Documents solution and distributes to the field & originator via email and helpdesk

Process starts here

Originator

1

- Identifies system problem
- Prepares a PR
- Submits to the on-site SSF Implementation Team (or Installation LOG/RM Managers/AMC SSF Reps)

No Change for MS3

2

Impl Team/Installation Staff

- Researches and solves problem
- **or** submits the PR to the NOC

NOC Teleconferences

4 OPR

1. Develops solution
2. Announces SCP/ECP
3. Selects test site
4. Schedules user acceptance test
5. Conducts test
6. Validates solution
7. Documents results
8. Submits Closure Statement to NOC

NOC

3

1. Conducts Merit Review
2. Consults with CDAs
 - If not a valid SSF PR, return the PR to the originator
 - if a valid SSF problem:
3. Assign to OPR to resolve
4. Tracks to completion

Criteria:

- Verify processing at all affected systems
- Consult originator with results

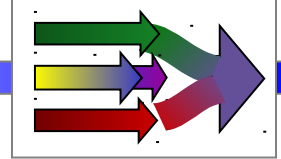
Merit Review Criteria

- Does PR merit assigning to an Office of Primary Responsibility (OPR), if so which OPR?
- Does the PR affect FIN/ LOG system(s)?
- Is this a pre, post, or non-SSF problem?
- Is the priority appropriate?
- What is the impact?
- Is there a work around?

Sustaining The Transforming A



Problem Report Overview

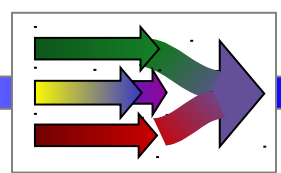


➤ **Tested Problem Report Process during VIOC - *ready for MS3.***

➤ **Continue to focus on *ALL* SSF Problem reports.**



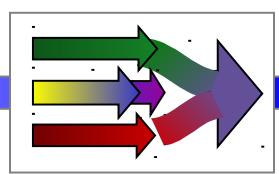
Problem Reports In Review



	TOTAL	STATUS		
		Validation Pending	Fix Scheduled	Under Analysis
Emergency	0			
Urgent	1			1
Routine				
Low	2			2
TOTAL	3	0	0	3



Extended CCSS Item Accounting Run Times



Problem Number: **1159**

Priority: **Urgent**

System: **CCSS**

Description: **IMMCs are experiencing long run times of CCSS appl 402 (Item Accounting). These longer run times correspond with the July implementation of SSF MS3 VIOC. These longer run times are equating to and can be measured by increased billing at DECC STL for CPU processing. Circumstances when problem occurs: MS3 SARSS-1 reverses an issue to a customer.**

Organizations Impacted: **AMC**

Mitigation until fixed: **LSSO/CSC review application 402 for the cause of these increased run times.**

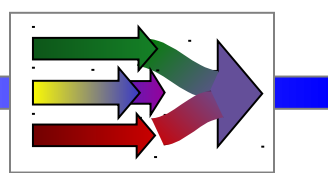
Workload Impact: **NA.**

Status: **CSC-STL has applied indexes to reduce run times , Other scenarios are under review by LSSO**

Projected/Actual fix date: **TBD**



DSRX Table on backorder Replenishments needs to be provided to CCSS-F



Problem Number: **1166**

Priority: **Low**

System: **CCSS**

Description: **Presently CCSS-F is experiencing document Numbers (A5As) suspending from Billing because the DS/RX Document Number was on backorder prior to conversion. The NIIN was retained as O&M on the O&M NIIN table. When the A5A releases the materiel after conversion from an NICP Depot (signal Code A) these are still billable replenishments.**

Organizations Impacted: **AMC**

Mitigation until fixed: **Under Review**

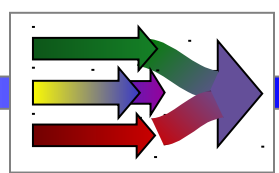
Workload Impact: **NA.**

Status: **MW Conversion Team will contact CCSS-Fin reps to get a detailed requirement . Once the requirement has been completed the PR will be assigned.**

Projected/Actual fix date: **TBD**



Recon Re-obligating Local Purchase



Problem Number: **1134**

Priority: **Low**

System: **SARSS 2AC/B**

Description: **The GR1 contains documents that are Local Purchase, awaiting status from the SARSS 2A Local Purchase Manager. These documents have an AE/CP in SARSS DOC HIST, which de-obligates in ISB and STANFINS but leaves the record open in SARSS. A SARSS to ISB recon was run 28 Aug 02, which resulted in candidates (Local Purchase) that are attempting to re-obligate in ISB.**

Circumstances when problem occurs: **Monthly SARSS to ISB Recon.**

Organizations Impacted: **Installation LOG/Finance managers**

Mitigation until fixed: **None**

Workload Impact: **Minimal**

Status: **Waiting for Oct meeting to decide who will fix.**

Projected/Actual fix date: **TBD**